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ITS Staff Meeting
January 14, 2013

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Present: Susan Cherry, Jim Cook, Jim Maat, Jennifer Thede, Scott Thede, John Urbanick, Ralph Williams

John thanked the IT staff who came in over the holidays to work on outages, projects, etc. Nate Wallace, Quentin Kramer, Karl Verrill, Steve Stellard, Frank Sturm, Jacob Bouvrette, Lori Rendel, Kris Ramssuen, Mike DePew, and Tina Jensen. (this may not be an exhaustive list)

Classroom Readiness

John said leadership appreciates the efforts IT does to make sure classrooms are ready. The bulk of rooms that aren't checked are in ATC but the technicians in GR participated in the email demos. The issues are documented and technicians come in after to fix any issues noted. Scott said he was confident that the majority of the classrooms would be ready for semester start up. As of Jan. 10, stats are:

81.6% Ready
27 have not been checked (23 are from the ATC and were delayed in support of the email demos)
20 have some sort of an issue that requires additional work. Most of these are A/V issues.

John said that he would pay OT to staff if they need to come in on the weekend.

STS Readiness

iConnect is running this week and next week; Susan will update the website. It is happening out of Rankin. STS worked Orientation today which went smoothly; helped about 140 students. Wireless FerrisWiFi is being promoted and FSUNETI is going to be shut down at the end of the month. Susan did a UWN about it. John asked for a message to be displayed on the CCA login screen that alerts people to change over to FerrisWiFi; Jim will make sure that happens. Susan will send another note out to students and faculty.

Telecomm Cutover Schedule

Phone switch started in December. The most difficult one, the call centers, were moved over holiday break. John shared the schedule of cutover with TAC. VoIP sets will be last; they are time consuming and difficult. Biggest issue is voicemail and cannot be a scripted process b/c it's a manual step to archive the old voicemail and restore in the new voicemail. A UWN will be sent to ask staff to check their voicemail b/c they may not know they have any if the light isn't coming on the phones. John said the phone team is doing a great job and it's gone well. There will be a celebration for this project when completed.

Projects for Start of Semester

- Cherwell Readiness and FLS/STS
- There are definitely some aches and pains with the Cherwell system. Jim has been a accumulating requests of issues to be fixed or need to be changed. The list is 30 and growing but there have only been about 6 things that were critical for immediate address. Jim M said the STS store is working alright and his staff are getting used to it. Scott said FLS feels challenged by the ticket classification and getting accustomed to it. Also, efficiency of use involves more mouse/windows scrolling and takes longer to navigate a ticket. 21" monitors may resolve this problem; 24" monitors will resolve it for sure. The FLS team has been taking approximately 100 calls daily this week and feels ready to take on double or triple the volume for next week.

- Ralph asked about rebooting Cherwell system and it needed to be rebooted for mobile device. Scott said since calls transfer over to Ellucian at 10pm, server reboots after 10:30 should be fine without asking. We can check to see if anyone is logged into Cherwell, too. John said we should not be making changes that are not approved and part of the plan.
- Others

VDI: closed project status but there are still some things to do.

Active Directory: Ralph said the group went over some issues and he needs to speak with Scott. Looking at Housing to be the next group.

Eyecare software for students is done.

Xtender portion of upgrade is working fine; there is a new module for Xtender called QuickScan and there are some quirks with that but Xtender still works fine.

iTunes is not a project. John plans on emailing salesperson for MediaCore b/c there product does not have building block ready and is delaying our trial. Earliest that can be done is Jan. 24.

EAS Readiness

Issue with integration with FerrisConnect; should be resolved before school starts. 30% of courses have the issue but there is a manual work around. The issue is likely up to Ellucian to fix, not Blackboard. Domain Controller 2 is having major issues with Symantec and caused a lot of the OT work over break. There were a number of things, #1 being a known Symantec issue. The workaround Symantec provided did not work. The issue has been elevated 3 times with Symantec. Why isn't it failing over? Partly b/c DNS does not go 100% down. Another issue is the hardcoding on devices.

Banner mobile app is not working with iOS6 phones. This needs to be worked on but not until after the blackout.

Round Table

Susan: She is working on website to make sure the changes in systems are noted for people. Also working on a mobile section for the website. Lots of Cherwell items to work on.

Jim M: Running on one external firewall now b/c the other one isn't syncing up right. This has been being worked on but will need to wait until the next change management window.

Scott: HR has approved TAC's access to Banner to change building rooms and phone #s. This way Banner can still be the definitive source but TAC can help get records right in a timely way. This came about due to good support and cooperation from Tamie in HR. Scott said that they are on schedule to have Kendall implemented to Cherwell. Kendall is also supportive of using asset barcodes that Ferris uses. Kendall has also given all the people/location data to be put into Banner by TAC staff. Training for Cherwell was completed today. The search for IT director at Kendall College continues.

Jennifer: Phone interviews for Applications Database Analyst are this week. Ralph added that there were two good candidates that had been interviewed already and there is another interview to do on Friday.